GOVERNMENT OF INDIA
HOME AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:3141
ANSWERED ON:10.12.2002
DELHI POLICE
RAMDAS ATHAWALE;RAVINDRA KUMAR PANDEY

Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether there is any arrangement made by the Government and Delhi Police to hear public and VIPs complaints;

(b) if so, the details thereof;

(c) the number of complaints received by the Delhi Police during each of the last three years and current year as on date;

(d) the number of complaints disposed by the Delhi Police and number of cases pending during the said period; and

(e) the action taken by the Delhi Police and the Government for speedy disposal of complaints?

Answer

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI CH.VIDYASAGAR RAO)

(a)&(b): The communications received from people`s representatives including Members of Parliament are, on receipt, as a rule promptly scrutinized and forwarded to the respective Districts/Units or the Vigilance Branch for enquiry, the outcome of which is conveyed to the dignitary concerned in due course. The complaints received from the public are also dealt with in a similar manner. However, due to a very large number of such complaints, it is not possible to convey in all cases the outcome of the inquiry to the complainant.

(c)&(d): The requisite details are given below:

Year	No.of complaints received	No.of Pending complaints brought forward from preceding year	No.of complaints disposed off	No.of complaints pending.
1999	117424	6736	113961	10199
2000	113881	10199	110285	13795
2001	108891	13795	106723	15963
2002 (upto 30th Nov.)	103679	15963	98822	20820

(e): Concerted efforts are made to dispose off the complaints on priority. However, some of the complaints, which require indepth investigation, do take some time before these can be disposed off.